

Employee Assistance Program

What is the Employee Assistance Program?

The Marshall Space Flight Center Employee Assistance Program provides an initial comprehensive assessment of the employee's or family member's needs, and when indicated, acute crisis intervention, or short-term counseling. Referrals may also be made to outside providers for longer term counseling.

What are common problems?

- Depression, anxiety, or other emotional problems
- Financial
- Life/Work Stress
- Loss issues (divorce, job, death)
- Marital or family concerns
- Alcohol abuse

Performance deficiencies:

- Absenteeism
- Excessive Use of Leave
- Tardiness or Early Departures
- Errors in Judgment
- Complaints by Co-workers
- Erratic Performance
- Missed Deadlines
- Poor Work Quality
- Poor Decisions
- Accidents

What are the Supervisor's Responsibilities?

- Identify the problem employee through unacceptable job performance, declining work performance, and/or inappropriate behavior
- Motivate the employee to seek help through the Employee Assistance Program (EAP)
- Avoid any discussion with an employee that could be interpreted as diagnosing the cause of poor work performance as a mental health problem.
- Consult with the Employee Services and Operations Office before initiating appropriate administrative action.

What Supervisor's can expect from the EAP?

- The supervisor is only entitled to know, with the employee's consent, that the employee is cooperating with the program and when progress can be expected.
- When an employee is a self-referral and requests help before there is any job performance impairment, the supervisor is not informed.
- A vital part of the EAP is confidentiality. Information regarding the nature of the problem or illness is not put into the employee's personnel file.

What other services are provided?

- Support Groups for coping with anxiety, reducing stress, setting boundaries, dealing with difficult people, and communicating effectively.
- Workplace Skills Workshops, i.e. Increasing Emotional Intelligence in the Workplace.
- Supervisory Consultations

People to Contact:

Lynn Motley, MSSW
EAP Coordinator
Room 126
Building 4249 (Medical Center)
544-7549

On-line resources (Websites):

MSFC Employee Assistance Program Web Page:
<http://ohc.msfc.nasa.gov/eso/eap/index.html>